



# **National Finance Center Customer Notification**

**Date of Notification: September 8, 2009**

**Subject: Nature of Actions Out of Sequential Order on IRIS Screen 125  
versus IRIS Screen 525 - Update**

**Database/Customer(s) Affected: All**

**Dear Customer:**

**This is an update to the issue concerning the NOAs Out of Sequential  
Order on IRIS Screen 125 versus IRIS Screen 525.**

**In the customer notification dated August 14, 2009, we notified customers  
that a HCUP package should be completed to resolve this issue. We have  
since learned that a HCUP package has satisfactorily resolved some of the  
personnel actions, but is not working in other cases. This notice is to  
advise that we are still researching this issue and testing several scenarios  
and will provide updates as additional information becomes available. A  
follow-up notice on this issue will be sent no later than September 11, 2009.**

**We apologize for any inconvenience this may have caused.**

**If you have any questions regarding this notification, please contact NFC's  
Payroll/Personnel Call Center at 504-255-4630 or the EmpowHR Help Desk  
at 1-888-367-6955.**

DA/M5-09-076-081

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### **"Tip of the Week"**

When submitting a request through SPPS Web to NFC for processing manual payments and adjustments, agencies are reminded to select the "Other-NFC Process" from the "Type of Adjustment" drop-down menu. DO NOT select the "Miscellaneous Payment" option.